



COMMONWEALTH OMBUDSMAN

How we can help you

Contact Us

Online

Visit ombudsman.gov.au

By phone

Call **1300 362 072**
between 9am and 5pm Monday to Friday

Services available to help you make a complaint



If you don't speak English, we can help through the Translating and Interpreter Service (TIS) on **131 450**.



If you are hearing, sight or speech impaired, a TTY Service is available through the National Relay Service on **133 677**.

Indigenous Line: **1800 060 789**



THE OMBUDSMAN'S
SERVICES ARE FREE

Before you contact the Ombudsman

Step one: Consider whether our Office can investigate your complaint

We can investigate



- complaints relating to Australian Government agencies such as Centrelink, Child Support, Home Affairs, National Disability Insurance Agency, Defence and the Department of Veterans' Affairs

- complaints about private health insurance providers

- complaints about Australia Post and other registered postal operators

- complaints about Vocational Education and Training student loans

- complaints from international students about their private education provider

- complaints about administrative actions of staff members working at a court

- complaints about ACT Government agencies

We cannot investigate



- complaints relating to state, territory or local government agencies

- complaints about your phone/internet, energy or water provider

- complaints about the Australian Taxation Office

- complaints about your banking or insurance institution

- complaints from domestic students related to their public education provider

- complaints about decisions made by a court or tribunal

- complaints about the actions of Federal and Local Members of Parliament

Step two: Take steps to resolve your complaint with the agency

Before contacting our Office you should try and resolve your complaint with the agency first.

You can do this by making a complaint with the appropriate agency/organisation and giving it a reasonable time to resolve it.

Step three: Contact our Office

If you are not satisfied with the agency's response, you can make a complaint to our Office.

Complaints can be made online or over the phone. For tips and advice on what to include in your complaint, visit:

ombudsman.gov.au/making-a-complaint

What happens when you make a complaint with us?

Our services are independent, impartial, confidential and free.

We will consider your complaint carefully and as quickly as possible to decide whether to investigate. We may ask you for more information and/or documentation before contacting you with our decision.